



Creating and protecting ownership and economic opportunity for all.

Self-Help is a credit union and community development organization helping families and neighborhoods grow and thrive. Together with our members, borrowers, partners and supporters, we provide fair and affordable financial services; we help renters become homeowners; we help small businesses grow and create jobs; we convert neglected buildings into community assets; and we advocate for responsible lending policies that help all people, especially people of color and families with low-to-moderate incomes.

\$7.1 BILLION
IN LENDING

37 YEARS

MORE THAN
145,000
MEMBERS



New members of the Self-Help family bring long histories of service

Seaway National Bank opened on the South Side of Chicago in 1965 and was one of the largest Black-owned banks in America. In June 2017, we were pleased to welcome Seaway into the Self-Help Federal CU family.

Jax Metro CU was founded in 1935 to serve utility and port workers in Jacksonville, Florida. It later expanded to also serve city employees and school teachers in the area. In June 2017, Jax Metro and its 4,300 members became part of Self-Help CU.

Stories from Our Vault
Since 2004, over 20 financial institutions have become part of the Self-Help family. We're documenting their unique histories and dedication to local communities in short videos viewable at community.sh/SelfHelpsVault

WHAT WE DO

Consumer Financial Services

- Our full-service credit unions serve more than 145,000 members online and through 45 locations in North Carolina, California, Florida, Greater Chicago and Milwaukee.
- We offer market-rate deposit accounts, personal loans for people of all incomes, and more.

Commercial Lending

- We lend to small and large businesses to create jobs, expand opportunity and contribute to community wealth.
- We lend to institutions that help communities thrive—like nonprofits, child care centers, public charter schools, sustainable food systems, solar farms, affordable housing, faith-based organizations and more.

Home Lending

- We provide home loans with fair terms and reasonable rates, focusing on low- and moderate-income buyers.
- Our secondary market program partners with other financial institutions to bring affordable mortgages to thousands of homebuyers nationwide.
- We support homeowners throughout their mortgages, and work with families facing foreclosure to help them stay in their homes.

Real Estate Development

- We develop commercial real estate that spurs community revitalization and anchors neighborhoods.
- We restore historic buildings and generate new community assets by combining tax credits, public-private partnership funds, and debt in innovative financing structures.
- We use green building practices that improve energy efficiency, reduce waste and decrease our buildings' impact on the environment.

Policy and Advocacy

- Through our research and policy arm, the Center for Responsible Lending, we publish groundbreaking research and promote policy solutions that encourage responsible lending, end abusive financial practices and ensure a fair and inclusive financial marketplace.
- We share our expertise and research to help the financial services field better serve low-income families.

Advocating for Fair Financial Practices in 2017

At \$1.5 trillion outstanding, student loans saddle young adults with huge financial burdens and undermine the growth of the US economy. Our Center for Responsible Lending (CRL) is working with state legislators and pushing federal agencies to protect students from fraud by for-profit colleges and protect student loan borrowers from unfair collection practices. CRL also is advocating to improve access to, and affordability of, mortgage loans. And along with over 500 community organizations, CRL continues its work to rein in short-term payday and car-title lenders who trap borrowers in endless debt, and to halt efforts to gut the Consumer Financial Protection Bureau.



SELF-HELP IN 2017

Dear Friends and Supporters,

Self-Help members are busy people. Some are working two or three jobs. They're caring for children, starting businesses, buying homes, building their credit and pursuing other ambitious goals, often in spite of obstacles. We are honored to serve them and to tell some of their stories in this report.

Last year saw continued growth in our credit unions. In May 2017, Self-Help Federal Credit Union merged with Seaway Bank, based on the South Side of Chicago. Seaway was once one of the largest Black-owned banks in the nation. In June 2017, Self-Help Credit Union merged with Jax Metro Credit Union in Jacksonville, Florida. Jax Metro started in 1935 to serve local utility workers. Both of these mergers help us continue strong legacies and expand services in areas with great needs.

We are now serving more than 145,000 members in 45 cities in North Carolina, California, Florida, Illinois and Wisconsin. With our dedicated staff and many partners, we achieved the following results last year:

- 2,560 home loans to families, through direct mortgages and partners in the secondary market
- \$77 million in consumer loans
- \$75 million in loans to small businesses and nonprofits, creating or maintaining 1,170 jobs
- 3,200 child care and classroom spaces
- \$25 million invested in commercial real estate.

In 2017, the Center for Responsible Lending marked its 15th anniversary, celebrating many successes in fighting abusive lending and standing up for stronger protections. With the federal Consumer Financial Protection Bureau under attack, and families still threatened by payday lending and abusive for-profit student loans, this fight is far from over.

We are painfully aware of all the work that needs to be done and the growing wealth disparities that make our work even harder. Policies have been stacked against working families in many ways, from low minimum wages to unfair obstacles to ownership. We are in a time that calls for bold and comprehensive actions. With your help and support, we will continue our mission on multiple fronts and work for the greatest impact possible.

Sincerely,



Martin D. Eakes
Chief Executive Officer



SOME HIGHLIGHTS OF OUR WORK

Serving Credit Union Members

Salvador Terrones was raised in the foster care system with limited opportunities. He was fortunate to connect with a local nonprofit and a mentor who helped him build a better life. That included using a “Fresh Start” loan with Self-Help Federal CU to improve his credit score. Today, Salvador is thriving as a college student and licensed Realtor in San Diego.



Expanding Homeownership

For years, Charlene Watson wanted a house in a safe neighborhood where her 15-year-old son could thrive. To save money, she moved in with her mother and commuted to her meter-reader job in Raleigh, NC. Charlene’s determination to own a home matched Self-Help’s determination to help her qualify, using subsidy funds to reduce her down payment and monthly payment. Charlene closed on her house in June 2017 and is now a happy homeowner.



Bringing New Life to an Historic Site

As Self-Help’s restoration of Revolution Mill continues, the Greensboro, NC 50-acre historic mill property has blossomed into an asset for the local community. In 2017, two restaurants opened—joining two art galleries, a history museum, and office and creative space for more than 95 businesses and entrepreneurs. Over 200 people now call Revolution Mill home, with 31 apartments available to households with lower-than-market incomes.

Read more stories at www.self-help.org/ar/2017

Working with Faith-Based Partners to Help Families

Roosevelt and Carolyn Green have lived in their Maywood, Chicago home for 40 years. In 2017 they needed an extension on a home equity loan, but their bank refused to offer an affordable option despite the Green's stellar payment record. Faced with foreclosure, the couple confided in their pastor, Bishop Dr. Claude Porter, who also leads a local nonprofit. Bishop Porter came to Self-Help Federal CU's Seaway division, who refinanced the Green's loan and helped them keep their home.



Expanding Affordable Real Estate

Alfred Fraijo, Jr. and Art Becerra are Los Angeles real estate investors with a mission. With Self-Help financing, they purchased a mixed-use building on Cesar Chavez Avenue in Boyle Heights, a predominantly Mexican-American neighborhood where Alfred grew up. Their goal is to provide affordable space to residents and nonprofits. They also will preserve affordability for existing tenants, a senior resident and two small businesses. (Photo shows a previous project.)



Supporting Quality Education

Starting as an after-school program, IDEA Public Schools opened its first charter school in rural Texas in 2000. Since then, the school has earned awards for outstanding student outcomes, with 100% of its seniors gaining college admission. Self-Help provided financing to IDEA in 2005 to expand their first campus in Texas, and a 2017 Self-Help loan is helping IDEA open a new campus in Baton Rouge, Louisiana.

OUR IMPACT: 1980 - 2017



\$7.1 BILLION
IN FINANCING
PROVIDED



146,000

LOANS TO FAMILIES,
INDIVIDUALS, AND
ORGANIZATIONS



MORE THAN
145,000
MEMBERS

Loans to:

Low-Income
Borrowers

78%

People
of Color

74%

Women

38%

Rural Areas

34%

Underserved
Areas

68%

78,000 SCHOOL OR CHILDCARE SPACES

45,000 JOBS CREATED OR MAINTAINED

HOME LOANS FOR **62,000** FAMILIES

\$402 MILLION IN CONSUMER LOANS

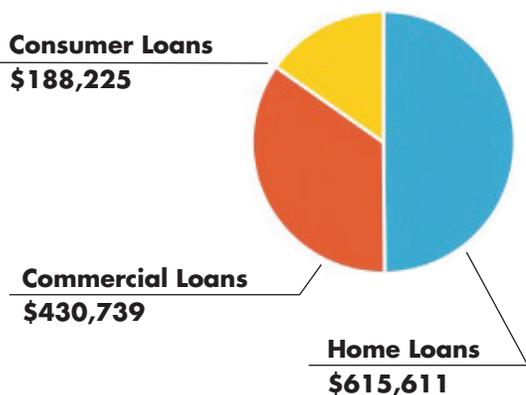
\$918 MILLION LOANED TO SMALL BUSINESSES

COALITION OF **500 GROUPS** AGAINST PAYDAY LENDING

2017 FINANCIAL RESULTS

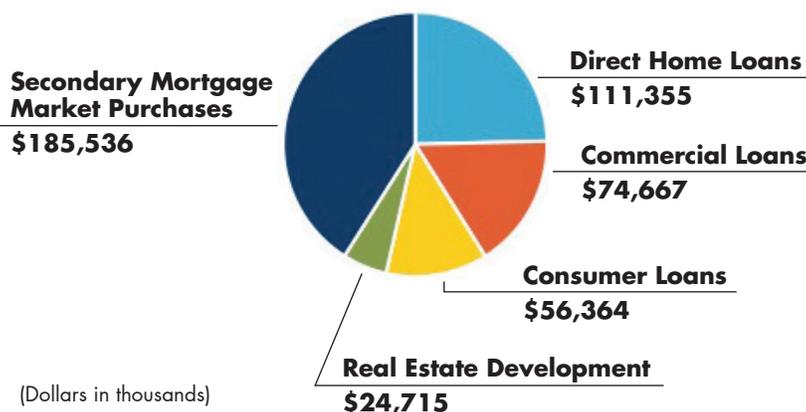


LOAN PORTFOLIO AS OF 12/31/17



2017 COMMUNITY INVESTMENTS

Loan Originations/Purchases and Real Estate Development



(Dollars in thousands)

Balance Sheet as of 12/31/17

Assets

Cash & Equivalents	\$315,483
Loans & Current Assets, Net of Reserves	1,932,768
Net Real Estate Assets	221,433
Other Assets	57,107
Total Assets	\$2,526,791

Liabilities

Reserves for Guaranteed Loans	11,614
Credit Union Deposits	1,503,411
Notes Payable & PRIs	326,733
Other Liabilities	29,066
Total Liabilities	\$1,870,824

Net Assets

Non-Controlling Interest in Subsidiaries	71,706
Core Net Assets & Other Comprehensive Income	584,261
Total Net Assets	\$655,967

Total Liabilities, Non-Controlling Interest & Core Net Assets

\$2,526,791

Off Balance Sheet

Guaranteed Community Development Loans & Investments	\$974,044
--	-----------

2017 Income Statement

Revenue

Investment Income	\$3,832
Loans & Secondary Market Interest	103,602
Rental Income	15,163
Fees & Other Income	26,701
Grants & Non-Operating Gains	18,389
Total Revenue	\$167,687

Expenses

Interest & Dividends	22,780
Compensation & Benefits	45,722
Other Operating Expenses	41,603
Provision for Credit Losses	6,874
Depreciation	10,549
Total Expenses	\$127,528

Net Income

\$40,159

(Dollars in thousands - unaudited)



Elizabeth Heights is an award-winning affordable housing development in Charlotte, NC. Self-Help is working with CrossRoads Corporation for Affordable Housing and the City of Charlotte to build 40 homes in this historically African-American community, which was hard-hit by the recent foreclosure crisis.



**PLEASE
JOIN US AND
HELP SUPPORT
ECONOMIC
OPPORTUNITY
FOR ALL.**

**The Self-Help organization includes
two credit unions, a nonprofit loan fund
and a research and policy group.**